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John C. Stennis Space Center Facility Manager Program Handbook

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APPROVAL/CONCURRENCE

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8/29/18
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1	08/15/2006	Ron Moore X-83807	Added NPR-1620.3 and NPR-1600.1 to Section 3.0; Added Mission Essential Infrastructure information to Section 5.14
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4	03//03/2011	Kristy Thompson X-81484	Added reference to SPLN 8838-0001 Fire Protection/Prevention Program Plan and Fire Protection POC.
5	05/22/2013	Catriona Ladner X-82579	Updated FMC & NASA Facility Manager Program Monitor, references, FMC responsibilities, routine work, emergency

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5 (Continued)			response and fire safety, inspections, custodial services, security, and deleted inspection and abatement of discrepancies (hazards).
6	03/11/2014	Catriona Ladner X-82579	Updated sections: Training, Inspections, Mechanical/Electrical Rooms, Fire Protection/Prevention Program Plan, Flammable Storage Cabinets/Use of Small Electrical Appliances/Space Heaters, and Attachment A (Facility Inspection Process Chart).
7	08/19/2014	Catriona Ladner X-2579	Updated sections: Inspections, Flow Chart (Attachment A) & Added General Maintenance Work Priority System Chart (Attachment B)
8	03/28/2016	Catriona Ladner X-2579	Updated various sections to remove "FOSC" and to replace with S3 and/or SACOM. Updated Security Section pertaining to Facility Key Control Custodians (KCC). Deleted Attachments A (Discrepancy Flow Chart) and B (General Maintenance Work Priority System Chart).
9	03/16/2017	Catriona Ladner X-2579	Updated sections: Program Web page, Training, Inspections, and Mechanical/Electrical Rooms.
10	03/18/2018	Jim Morgan	Work Control Manager was changed to Operations and Maintenance Director on Approval/Concurrences. Updated references. Minor clarifications required in 5.2.1, 5.2.7, and 5.3.1.
11	08/27/2018	Jim Morgan X-1042	Updated references. 5.5.6: Added "or Emergency Management Officer"; and changed "warehouse" to "building 1200" at Condition III.

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1.0 Purpose

This instruction sets forth requirements for the John C. Stennis Space Center (SSC) Facility Manager Program. The Facility Manager Program provides the management tools and the reporting processes to enhance all aspects of the National Aeronautics and Space Administration (NASA) SSC overall facility management activities. A Facility Manager (FM) is a single point-of-contact for all activities that could affect the safety of the occupants of a facility and serves as the liaison for all maintenance, repairs, and construction for the facility and its contents. This Stennis Common Work Instruction (SCWI) is the only document that assigns responsibilities to the Facility Manager Program.

2.0 Applicability

This instruction is directly applicable to all NASA SSC organizations, including civil service personnel and support contractors, and is applicable to other NASA tenants of SSC to the extent that a formal agreement has been reached between NASA and the tenant.

3.0 References

All references are assumed to be the latest version unless otherwise indicated.

- a. NASA-STD-8719.11, *Safety Standard for Fire Protection*
- b. SCWI-8715-0002, *Personal Protective Equipment*
- c. SCWI-8715-0005, *Safety, Health, Housekeeping and Essential Item Inspections*
- d. SCWI-8715-0006, *Electrical Safety Program*
- e. SPD 1800.1, *Smoke Free Workplace*
- f. SPLN-1040-0006, *Emergency Management Plan*
- g. SPLN-8838-0001, *Fire Protection/Prevention Program Plan*
- h. SPLN-8838-0002, *Fire Protection/Prevention Program Plan for Buildings 1100, 1103, 1206 & 3225*
- i. SSP-1740-0018, *Use of Small Electrical Appliances*
- j. SSP-1740-0057, *Flammable Liquid Storage Cabinets*

4.0 Responsibilities

The Facility Manager Specialist (FMS) is responsible for administering this program and other responsibilities as stated in this procedure.

The Facility Manager (FM) is responsible for implementation of this procedure in his/her assigned facility.

The Area Manager (AM) is responsible for assisting the FM.

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5.0 Procedures

5.1 Facility Manager Program Overview

The origin of the SSC Facility Manager Program lies in the recognized need to provide a safe, healthy, and efficient workplace for all NASA SSC building occupants. Facility Managers (FMs) are an essential part of the overall NASA SSC program to effectively meet these needs, while at the same time efficiently managing and operating SSC's numerous buildings and support facilities. Stennis Space Center is host to multiple federal and state organizations, to numerous private industry tenants, and to academia. Creating and maintaining a safe and effective work environment for all occupants at all times is problematic. The primary problem is not technical in nature, but one of communication across the many organizational lines. It is at times necessary to coordinate conflicting needs and priorities. The FM assists in this coordination effort at the building level. The FM serves as the coordination point between building occupants and the SSC's many building-servicing organizations, serves as the dissemination point for important facility management information to building occupants, maintains cognizance of building-related activities, and seeks to ensure a safe and effective workplace through the beneficial resolution of any building-related problem.

The SSC Facility Manager Program operates through the Synergy-Achieving Consolidated Operations and Maintenance (SACOM) Contract. The S3 Facility Manager Specialist (FMS) provides facility-related information, mentoring, and guidance to individual FMs. FMs are appointed from within the organizations occupying the building. Where multiple organizations occupy a building, and their missions preclude access to facilities across non-organizational lines, it is appropriate for each such organization to appoint a FM to represent the organization. In a similar manner, when an organization occupies several buildings, the organization may appoint a single FM for several buildings, and then appoint Area Managers (AMs) for some or all of the individual buildings to report to the organization's FM.

The SSC Facility Manager Program is implemented to enhance the safe, efficient, and effective management of its facilities. FMs are facilitators, problem solvers, and conduits for maintenance, environmental, safety, health policies and procedures. They coordinate all activities required to protect the physical and functional integrity of the facility.

While managers and supervisors are responsible for specific work functions (including programmatic activities that are conducted within the facilities), the FM is directed toward four functional areas that promote overall operations of the buildings:

- a. Building Point of Contact
- b. Environmental Safety and Health
- c. Emergency Preparedness
- d. Facility Management

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FMs should be aware of operations and activities and the associated hazards in their buildings. Upon discovery of any safety violations or unreasonably hazardous conditions, FMs shall inform and coordinate with the responsible people to resolve the problem.

5.2 Facility Manager Program

5.2.1 Facility Manager Specialist

A Facility Manager Specialist (FMS) will be appointed by S3 and confirmed by the NASA SSC Center Operations Directorate to provide oversight, guidance, and support to all FMs. The S3 FMS supports the NASA Operations & Maintenance Division (RA20) within the NASA Center Operations Directorate.

Responsibilities include the following:

- Provides oversight, guidance, and support to all FMs on the entire site
- Provides management oversight and facilitation of the SSC Facility Manager Program by working with the designated NASA Technical Monitor for facilities and the individual FMs
- Maintains a current list of the buildings with the corresponding designated FMs and AMs
- Updates and maintains documents on the S3 Vision Facility Manager Program Web page
- Encourages FMs to correct the “Occupant” Discrepancies and offers assistance/guidance, if needed
- Assists FMs with emergency preparedness, industrial health and environmental actions, safety issues, and coordinating all building maintenance
- Coordinates access for the S3 Facility Operations & Maintenance Division to various facilities on site in order to perform the necessary work and provides support to this Division when needed
- Acts as a mentor and provides guidance to all FMs
- Establishes and maintains communications with all FMs
- Acts as an advocate for the acquisition of resources required by FMs to meet their responsibilities
- Acts as the single point-of-contact for all site-wide issues requiring action or input from FMs
- Calls and chairs FM meetings when needed
- Prepares and maintains an e-mail/distribution list of the FMs and AMs for use by others
- Prepares/updates/maintains the Facility Manager Program Handbook (SCWI-8830-0001)
- Supports all FMs in developing scope and estimates for required support and services

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5.2.2 Facility Manager Web page

The S3 FMS is responsible for updating and maintaining documents on the S3 Vision Portal, Facility Manager Web page. The S3 FMS will also work closely with the S3 IT Department concerning the Web page. The Web page will provide all SSC residents with information on building FMs, evacuation plans, inspection checklists, and building discrepancies. This Web page will be used to post all activities relative to the program. The S3 FMS will maintain and post a list of all SSC buildings and their assigned FMs on the S3 Vision Facility Manager Web page. This list will also be available on the SACOM Portal. When FM appointments are made or changed, the organization making the change will notify the FMS of the change.

5.2.3 Appointed Facility Managers

FMs are selected from within the organization occupying and responsible for the building. When more than one organization occupies the facility, the FM designees will be made as a joint decision by the managers sharing the building. When more than one SSC tenant organization occupies a building and such constraints preclude the effective assignment of only one FM for the building, multiple FMs may be assigned to act for the separate tenants. In this case, the FMs must work together to ensure the building's health, safety, maintenance, and working environment is not compromised.

When FMs have periods of planned absence in buildings, they should formally designate an acting FM who will have the area-specific knowledge and access to any necessary documentation. This designation should be communicated to the FMS.

5.2.4 Area Managers

Area Managers (AMs) who report to the FM may be appointed. Buildings in excess of ten (10) or more occupants or those that contain program-critical operations or devices should be considered for more than one AM.

5.2.5 Qualifications

A FM should be an employee who is familiar with the building's organization and operations.

FMs should have a working knowledge of practices, standards, codes, and available resources that are needed to address and mitigate any maintenance, safety, health and environmental concerns related to the conventional facilities and activities that occur within their buildings. FMs of major facilities should have a background or general understanding of facilities management and/or safety. For occupied buildings, it is preferred, but not required, that FMs be a resident of the building.

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5.2.6 Scope

FMs serve as the point of contact for all activities that affect the building from internal and external sources and are responsible for the building's emergency preparedness program.

FMs monitor maintenance, safety, health and environmental, as well as facility management issues for conventional facilities.

FMs will be identified to building occupants by the posting of a photograph of each building's assigned FM at the main entrances to the building, along with the FMs name and contact information.

5.2.7 Training

The position of a Facility Manager is an appointed role. Training consists of self-paced familiarization with the Facility Manager handbook. There are various training opportunities that are available that may benefit the FMs, but are not required. These include:

- CPR/First Aid
- Asbestos Awareness
- Operations Management: Facilities Planning and Management

5.3 General Knowledge

FMs and their management teams are responsible for the safety and health of employees within their facility. Management and the FM should ensure that hazardous substances in or near the workplace are properly identified and permitted to remain within the facility only if it is predetermined that the work can be completed safely by properly trained employees with the appropriate personal protective equipment.

Supervisors (line managers) are obligated to train employees in measures that will protect them from harm, including (but not limited to) hazard recognition, warning, preferred means of emergency notification, evacuation, medical or first aid, and employee accountability. As the single point of contact for the facility, the FM should make use of all available resources, including SSC subject matter experts (SMEs), to address and mitigate issues in and around their facility.

5.3.1 Inspections

FMs are highly encouraged to perform inspections of their facilities with administrative areas inspected quarterly and industrial areas inspected on a monthly basis per SCWI-8715-0005. FMs may use various inspection forms when performing these inspections. The forms are available on the S3 Vision Facility Manager 3.0 Web page, in the *Inspection Checklists* folder. The preferred

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form to use by the NASA Office of Safety & Mission Assurance Support Contractor is SSC-Form 405. FMs should keep a copy of the inspection for reference. FMs may have to provide this documentation to the Fire Department or to the NASA Office of Safety & Mission Assurance Support Contractor, if asked during their inspections.

The SSC Fire Department performs inspections of facilities on a quarterly basis and the NASA Office of Safety & Mission Assurance Support Contractor performs inspections of facilities on an annual basis. The inspectors enter the discrepancies in the Safety, Health, and Environmental Tracking System (SHetrak). There are two types of discrepancies: Occupant and Maintenance. FMs are only responsible for correcting the Occupant Discrepancies, and will receive an email from s3maximo@pae.com. FMs can access a link within the email to view and close the discrepancy in S3 Vision Facility Manager. The S3 FMS will encourage the FMs to correct these issues and offer assistance, if needed. Maintenance Discrepancies are the responsibility of the S3 Facility Operations & Maintenance Division and will be converted to work orders. Maintenance discrepancies will be worked according to the priority defined in the SACOM Contract. The Synergy-Achieving Consolidated Operations and Maintenance (SACOM) Contractor will provide a closed-loop electronic process between SHetrak and the Computerized Maintenance Management System (CMMS) to record and track to closure work orders generated as a result of a discrepancy identified during a facility inspection.

5.4 Authority

5.4.1 Overview

FMs derive from their managers and supervisors the authority required to maintain safe and orderly facilities, to assume appropriate controls under emergency conditions, and to oversee changes to their facilities.

5.4.2 Monitoring Activity, Progress, and Quality

The S3 Facility Operations & Maintenance Division will coordinate all schedules and details of planned projects that may disrupt the building occupants with the FM to minimize disruptions of ongoing activities. The FMS may assist in gaining access for the S3 Facility Operations & Maintenance Division to various facilities.

5.5 Procedure

FMs serve as the facility's point of contact for coordination of work requirements including but not limited to:

- Facility-related work activity, including maintenance and testing of equipment
- Utility outages (electrical, water, heating/ventilation/air conditioning (HVAC), etc.)
- Building safety and fire inspections

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- Fire detection and/or suppression system outages and testing, including fire alarm bells

Walk-through reviews for project planning or routine inspections are exempt from notification.

5.5.1 Notifications

5.5.1.1 Facility-Related Work

When notified of work to be performed in the facility, the FM should perform the following actions:

- Consider whether there will be conflict between the work and other activities in the building
- Coordinate/notify as needed, including posting signs or using other appropriate methods of communication to inform those who could be impacted
- Consider the potential for impact and lead-time when deciding what method of communication to use for coordination or notification

5.5.1.2 Routine Work

The FM will be the focal point through which all facility operation and maintenance items will be processed. The FM will be notified by the work-performing contractor before starting facility-related routine maintenance, construction, modifications, and cable installation or removal that will disrupt the occupants of the building. The notification may be made to the FM in person, by phone message, or by e-mail. The contractor is not required to wait for the FM's response to start work. This category of work is not expected to cause conflict under usual working conditions. By being notified, the FM has the opportunity to judge if there are extraordinary conditions and if so, allow him/her to take appropriate action.

5.5.1.3 Emergency Work

The FM will be notified as soon as possible, but not necessarily before, response to the emergency.

5.5.1.4 Utility Outages

The S3 Energy Management and Control Systems (EMCS) Office will contact the FM for coordination on ***all utility outages***, including electrical, HVAC, water, etc. The FM should coordinate the utility outages with those who would be affected or with their representatives. Usually, outages that would impact large work areas will be scheduled during off-duty hours. The FM should also coordinate off-duty hour outages to assure awareness/agreement by anyone who may be in a work status.

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5.5.1.5 Fire Detection and/or Fire Suppression System Outage

The work-performing contractor should notify the FM of the intent to request the systems' outage and provide the FM with all of the details he/she needs to know to coordinate the outage. The work-performing contractor will make the request through the S3 EMCS Office. Outage coordination shall take place at least a minimum of one (1) day before the fire system outage. Outage requests that fail to meet the minimum outage processing time requirement may be requested only to the Fire Protection System contractor, the FM, or the Fire Department.

Considerations by the FM before arranging such an outage would include the ability to adequately inform those affected that the automatic system is not in effect.

5.5.2 Requesting Facility Support

FMs should submit all facility support requests to the Stennis Help Desk at 228-688-3293. FMs are to encourage occupants to notify them for all facility related issues within the building. This would allow FMs to "filter" all calls, eliminate duplication of work orders, and minimize the number of calls to the Stennis Help Desk.

If facility support will be required, the following information should be provided:

- Name and phone number of requester
- Any work impacts
- Location of work requirement (be as specific as possible)
- Brief description of work required
- Type of hazard involved, if any (hazardous operations include any work requiring personal protection equipment, permits, barricades, working above ceilings (potential asbestos hazard) etc.)

5.5.3 Emergency Response and Fire Safety

FMs hold unique positions not only to prevent accidents that could result in emergencies but, to assure that preparations and emergency response are sufficient to remove employees from danger, prevent/minimize injuries, damage to the environment/property, and restore normal operations when it is safe. The FM shall serve as the primary point-of-contact between the facility and the Fire Department's Incident Commander for information and communication purposes during and throughout the emergency condition.

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5.5.4 Fire Protection/Prevention Program Plan

According to SPLN-8838-0001, *SSC Fire Protection/Prevention Program Plan*, it is a NASA/SSC policy to maintain a fire protection and prevention program that emphasizes prevention and a safe working environment, and that provides protection in order to avoid injury and minimize property damage in the event of fire. The FM or his/her alternate has the authority to stop work or to evacuate the building if they believe a significant danger to personnel or property exists.

Smoking is prohibited in all NASA/SSC occupied facilities. According to SPD 1800.1, *Smoke Free Workplace*, FMs shall post suitable signs at or near the entrances to buildings and facilities indicating smoking is prohibited. Post designated no-smoking areas outside buildings and facilities where necessary to ensure personnel and operational safety or fire prevention.

Fire and exit drills are held in all SSC facilities at least annually. The SSC Fire Department will coordinate these drills with the FM. FMs are to evacuate the facility during a fire drill. FMs should work directly with supervisors in the designated Marshalling Areas for accountability of all employees. The SSC Fire Department will complete an SSC Evacuation Drill Critique Report Form (SSC Form 826) after the drill. A copy of the SSC Form 826 will be emailed to the FM and the hard copy will be kept on file at the Fire Department. The FM will serve as the primary point-of-contact between the occupants of the facility and the Fire Department's Incident Commander for information and communication purposes during any drill or actual emergency condition.

5.5.5 Flammable Storage Cabinets/Use of Small Electrical Appliances/Space Heaters/ Hot Work Permits

According to SSP-1740-0057, *Flammable Liquid Storage Cabinets*, the Flammable Storage Cabinets are required to have a permit issued from the SSC Fire Department. The requestor should prepare an *Application for Use of Flammable Storage Cabinet* (SSC-792) to include a drawing of the floor plan with the location of the cabinet and submit the application to the SSC Fire Department for review, inspection, and approval. The requestor will be responsible for the location and the contents of the cabinet. The FM is not responsible for maintaining the cabinet. The permit (SSC-793) will be issued upon completion of a satisfactory review of requirements. The requestor will be required to attach the permit for prominent display on the front of the cabinet. The cabinets will be inspected prior to original permit issuance, and in the routine quarterly inspections by the SSC Fire Department and the annual inspection by the NASA Office of Safety & Mission Assurance Support Contractor.

According to SSP-1740-0018, *Use of Small Electrical Appliances*, all employees having convenience appliances shall comply with this safety procedure and ensure that the device has been de-energized during periods when the item is unattended or not in use. Employees wishing

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to use convenience appliances (coffee pots, microwave ovens, etc., excluding space heaters) should prepare an *Application for Small Appliance Permit* (SSC-221) and submit to the SSC Fire Department for review and approval. The requester will be required to attach the permit to the appliance. Appliance permits are verified in the routine quarterly inspections by the SSC Fire Department and the annual inspection by the NASA Office of Safety & Mission Assurance Support Contractor.

If an occupant has a need for additional heating, the occupant would submit a formal written request for use of approved portable electric space heater to the SSC Fire Department for review. The SSC Fire Department will then submit the written request to the Authority Having Jurisdiction (AHJ) for review and consideration, whom, may also ask for a physician's statement of medical necessity. Upon review and consideration, the AHJ will approve the SSC Fire Department to proceed with work area and heater inspection with findings submitted to AHJ for final approval based on compliance with the SSC Portable Space Heater Requirements in the NASA STD 8719.11. Upon final AHJ approval, the portable electric space heater will be inventoried, recorded in the respective facility fire prevention file and monitored for compliance, whereby, if the heater is found to be in violation of fire safety requirements, the heater approval will be revoked and the owner will be required to remove the heater from SSC. To verify AHJ approval during facility fire safety inspections, the authorized user may be asked by inspector to present original signed approval letter.

According to SCWI-8838-0002, *Hot Work Permit Program Procedure*, the FM or their designee shall approve Hot Work Permits for their assigned areas, before the Permit Authorizing Individual (PAI) will issue the permit. If the FM or designee is unavailable, the person responsible for the system/facility area or hot work operation (such as Test Operations Engineer (TOE), construction engineer, lead person) will approve the Hot Work Permit.

5.5.6 Hurricane Preparedness

FMs are to be familiar with the Emergency Management Plan (SPLN-1040-0006). This plan has been prepared to assist NASA and its contractor team in organizing and providing response actions as required by emergency conditions at the John C. Stennis Space Center (SSC). Hurricane season is the period from June 1 through November 30. The Incident Command Post (ICP) is responsible for ensuring that engineering, safety, and emergency preparedness are integrated into all operational functions/aspects of the ICP and to SSC. The S3 FMS will receive guidance from the SSC Incident Commander or Emergency Management Officer in order to update FMs of hurricane conditions and preparation tips for the storm.

FMs will:

At Condition IV (Winds are expected to reach the MS Gulf Coast within 72 hours):

- Initiate preparatory actions by surveying exterior of building and identifying any items that require securing and report findings to S3 EMCS at 228-688-3381.

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At Condition III (Winds are expected to reach the MS Gulf Coast within 48 hours):

- Remove all material away from window and door areas.
- Obtain plastic bags for use in protecting critical equipment and computers from the entrance of building 1200.

5.5.7 Environmental Protection

FM's shall follow the following environmental responsibilities:

- Ensure leaks/spills are properly reported (Call **911**) and mitigated.
- Check adequacy of the number and type of recycling containers available for occupants use in Common Areas.
- Report process, material, and/or equipment changes that may affect the environment to the S3 Environmental Department at 228-688-1526 or 228-688-1302.

5.5.8 Close Calls

A close call is an event or condition that may have resulted in an accident, injury, or illness, but due to other factors did not. The best method to prevent accidents is to correct hazards before they result in injury, illness, or damage. Close call forms are available in most buildings in the Stairways, Lobbies, and/or Common Areas. Forms also can be completed via the SSC Intranet Portal, *Close Call Reporting System (CCRS)* or requested through the NASA Safety & Mission Assurance Office.

5.6 Construction

FM's shall be aware of all construction that is being performed in their facilities so they can warn occupants of any potential hazards and modify evacuation routes, if necessary. Any utility outages required as the result of construction work will be coordinated by the S3 EMCS.

While the construction contractors have the ultimate responsibility for compliance with OSHA, EPA, and safety for their workers, construction monitors and project managers also have the responsibility to ensure safe work practices are being followed. The FM may also contribute to ensure the work is being performed safely.

5.7 Custodial Services

FM's shall ensure the facility remains safe and clutter-free with regard to daily custodial services and be aware of the custodians that are assigned to their buildings. FM's should call 228-688-3074 for custodial support, not the Stennis Help Desk.

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5.8 Room Temperature Adjustments

Temperature (hot/cold) calls shall be made to the S3 EMCS Office at 228-688-3381 for verification, if the thermostat is at the proper setting and the room temperature “feels” like it is out of the energy conservation temperature range. In general, the normal office temperature range for summer is 72°F to 76°F; for winter, the range is 70°F to 74°F. Some site facilities that have computer equipment will have a lower temperature set point than listed above.

5.9 Mechanical/Electrical Rooms

Only “qualified” personnel are approved to enter the Mechanical/Electrical Rooms due to the numerous safety hazards within these rooms. “Qualified” personnel is a person who has received training per 29 CFR 1910.332 and Section 10.0, Training Requirements of SCWI-8715-0006; possesses the skills and knowledge related to the construction and operation of the electrical equipment/systems and installations; and can recognize the hazards involved. FM’s are not considered “qualified” personnel and do not have access or keys to these rooms. Mechanical/Electrical Rooms are keyed with special key numbers and the room key issuance is controlled through Security.

Storage of any materials (including furniture, boxes, etc.) is prohibited in these rooms. These materials/items should not be stored within these rooms.

Mechanical Rooms are included in the quarterly Fire Department inspections and the annual Safety inspections. Regular janitorial staff does not perform custodial duties in these rooms.

5.10 Eyewash Stations/Showers

According to the requirement in SCWI-8715-0002, *Personal Protective Equipment*, “Emergency eyewash stations and showers meeting the requirements found in ANSI Z358.1, Emergency Eyewash and Shower Equipment, will be available in all work areas where the eyes or body may be exposed to injurious corrosive materials to allow for quick drenching or flushing of the eyes and body”. It is important to perform inspections in order to ensure the stations/showers are working properly.

FM’s that have an eyewash station or shower within their facility are to ensure that inspections are being performed at least once a week and that the inspections are being documented on a card or a spreadsheet. The card or spreadsheet needs to be attached to the station/shower at all times.

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5.11 Security

The FM shall assist in gaining access for conducting of inspections and making arrangements for access when off-duty hour maintenance or other facility work may occur. They shall have an awareness of specially secured areas, the type of security, and the function that requires that security.

FMs do not have the authority to request keys or locksmith services unless they have been identified and approved as a Facility Key Control Custodian (KCC) per their organization to the NASA Protective Services Office. Only Facility Key Control Custodians (KCC) can request keys and locksmith services, per SPR 1600.1. Questions concerning the key control program can be directed to the SSC Locksmith at 228-688-3207 or to the NASA Protective Services Office at 228-688-3592.

There may be areas in the facility that the FM will not have access to, such as: medical facilities, resident agency facilities, or areas where a Source Evaluation Board (SEB) is located. The user of that facility shall pre-approve access into those areas.

FMs having issues with cameras, door access, or badge access can prepare an *Electronic Security Service Request* (Form SSC-905). Click the “envelope” on the top of the Tool Bar and then click “Send Copy” to send a copy of the entire PDF file as an attachment to the NASA Office of Protective Services (SSC-DL-SecurityCPE). The Security Office will notify the requestor when problem is resolved.

5.12 Bomb Threat and Workplace Violence

Controls have been established for positively identifying personnel who are authorized access to the facility and for denying access to unauthorized personnel. These controls include positive badge checks, and it is the responsibility of FMs and all employees to check persons who do not display a NASA badge. These controls shall extend to the inspection of all packages and materials being taken into the facility. Employees and maintenance personnel shall be alert for people who act in a suspicious manner, as well as for objects, items, or parcels that look out of place or suspicious. Surveillance should be established to include potential hiding places (e.g., stairwells, rest rooms, and any vacant office space) for strange or out-of-place objects.

If a suspicious device or package is located, Security shall immediately be contacted (Dial **911** or 228-688-3636). If a bomb threat is received via phone, remain calm. After the caller hangs up, immediately call the NASA/SSC Security Dispatcher at **911** or 228-688-3636. Security will initiate a search after a threat is received. If a device is found, facility evacuation will be coordinated by Security.

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5.13 Quality Records

All records and forms are assumed to be the latest version unless otherwise indicated. Records are identified in the SSC Master Records Index.